

MODERN SLAVERY STATEMENT

ZOOM VIDEO COMMUNICATIONS, INC., FOR FISCAL YEAR ENDED JANUARY 31, 2024

1. Introduction

Zoom's values are rooted in caring for our community, customers, company, teammates and selves. Our culture is incredibly important to us and our expressed priority in that regard is to care for and deliver happiness to people, including to our employees, contractors and those in our supply chain. We are committed to treating everyone who works at or with Zoom with dignity and respect, and we oppose all forms of modern slavery and human trafficking. This statement describes Zoom's efforts in respect of modern slavery and human trafficking, as well as related human rights issues.

This Modern Slavery Statement is a joint modern slavery statement including for the purposes of (a) section 16 of the Modern Slavery Act 2018 (Cth) ("AU Act"), and is made on behalf of ZVC Australia Pty Ltd. and (b) Section 54(1) of the UK Modern Slavery Act 2015 and is made on behalf of ZVC UK Ltd ("Subsidiaries").

2. Our Business

Founded in 2011, Zoom Video Communications, Inc. (**Zoom**) is a multinational company incorporated under the laws of the state of Delaware and headquartered in San Jose, California, United States of America. ZVC Australia Pty Ltd and ZVC UK Ltd engage in sales and marketing support services.

Zoom conducts business operations globally, with users and data centers located around the world. Zoom's offices are principally located in the United States; but also internationally, in Asia-Pacific and Europe. We also operate research and development centers in Asia. Zoom has subsidiaries incorporated in Australia, Canada, China, France, Germany, India, Ireland, Japan, Kingdom of Saudi Arabia, the Netherlands, the United Kingdom, the United States, Korea and Singapore. As of the date of Zoom's Annual Report for the fiscal year ending January 31, 2024 (the [2024 Annual Report](#)), Zoom had 7,420 employees globally.

Zoom provides a unified communications and collaboration platform that delivers happiness and fundamentally changes how people interact, connecting them through frictionless and secure meetings, phone, chat, content sharing and more. Our core products are grouped under the following categories: Core Communications (Zoom Meetings, Zoom Phone, Zoom Team Chat, Zoom Mail and Calendar, and Zoom Scheduler), AI (Zoom AI Companion), Employee Experience (Zoom Rooms, Workspace Reservation, Zoom Docs, Zoom Whiteboard, Zoom Notes, Zoom Clips and Workvivo), Customer Experience (Zoom Contact Center, Zoom Virtual Agent, Zoom Workforce Engagement Management, Zoom Revenue Accelerator, Zoom Events, Zoom Sessions and Zoom Webinars), and Developer Ecosystem (Zoom Developer Platform, Zoom App Marketplace and Zoom Apps). We also provide other services, including professional services, consulting services and online event hosting.

Our customers vary in size, from individuals to global Fortune 50 organizations. They also span numerous sectors, including education, media, finance, government, healthcare, retail and internet. We sell our products through our direct salesforce, online channel, resellers, and

strategic partners. More information about the nature of Zoom’s business can be found in our [2024 Annual Report](#).

Given the nature and location of Zoom’s business and operations, our globally applicable company compliance policies, including, global training on our Speak Up policy requiring employees to report any human rights violations, and self assessments that address human rights, we consider the risk of modern slavery arising in our operations to be low. Supply chain risks are addressed separately below (see section 4).

3. Business Partner Code of Conduct and Speaking Up

In 2023, Zoom adopted a Business Partner Code of Conduct (available [here](#)) which sets forth Zoom’s commitment to respecting and promoting fundamental human rights across its business operations and supply chain. Zoom does not condone any form of modern slavery, human trafficking, child labor, involuntary labor or unethical or abusive conduct. If a Zoom Business Partner becomes aware of any such issue or conduct (or the risk of it), they must report concerns to Zoom immediately. Ethical business conduct and decision-making sit at the heart of Zoom, and we expect the same from our business partners.

Business partners working on behalf of Zoom must not use any forced labor, involuntary labor (including prison labor), or unlawful child labor, and must comply with all applicable labor and child labor laws and regulations. Furthermore, Zoom’s business partners must treat their employees with dignity and respect, and act in accordance with the standards set out in the International Labor Organization’s Declaration on the Fundamental Principles and Rights at Work. They should comply with the letter and the spirit of all applicable laws and regulations.

Zoom has in place a third-party hosted hotline called “Speak Up”, where business partners and Zoom employees can raise concerns about compliance with the law, the Business Partner Code of Conduct, our Code of Business Conduct and Ethics or a Zoom policy. They may report online through a third-party website, via telephone, or via SMS/text. Persons reporting may choose to identify themselves or remain anonymous. The report will then be reviewed by Zoom’s Compliance & Ethics function, with input or assistance from other subject matter expert teams, as appropriate.

4. Supply Chain

Zoom has active relationships with several thousand suppliers globally, including in Europe, the Americas and Asia, however the vast majority are based in the United States. More than 90% of our supply chain expenditure is on software and services, such as marketing, technology and professional services. Our hardware supply is sourced from large multinational corporations and approximately 95% of the spend is with United States headquartered companies, whose own policies frequently already require ethical and legally compliant business conduct, including human rights commitments. In any event the Business Partner Code of Conduct requires each partner’s own policies, procedures and contractual terms to reflect its compliance with the Code and applicable laws and regulations. While we expect the risk of slavery in our supply chain to be low, given the vendor due diligence we carry out (see Section 5 below) and our vendor selection process, we recognize such risks exist for organizations across the globe and we continue to review our supply chain selection and management processes with that in mind. Further, Zoom plans to introduce a human rights clause in purchase orders/vendor contracts globally, obligating vendors: (i) not to tolerate any form of human rights abuses; (ii) to comply with human rights legislation; (iii) to

maintain policies and procedures reasonably designed to ensure respect for human rights; and (iv) to require that vendors apply the same standards with their suppliers, partners and subcontractors.

5. Due Diligence

Zoom's due diligence includes screening of prospective vendors against watchlists and conducting media monitor searches in order to capture any negative media or allegations on human rights concerns such as genocide, torture, illegal trafficking of human resources and allegations of complicity in human rights abuse. The nature and scope of due diligence will depend on the perceived risk level of the potential vendor. Concerns identified as part of Zoom's diligence process are raised with prospective vendors prior to contracting.

Technology and service vendors comprise the majority of Zoom's suppliers, as noted in Section 4 above. Zoom's technology vendors (including software vendors) are also subject to a selection process with committee oversight, and to due diligence in respect of data privacy, security and other legal and compliance matters.

6. Zoom Culture and Policies

Zoom is an intelligent, secure collaboration platform that makes connecting easier, more immersive, and more dynamic for businesses and individuals. We're committed to evolving our platform in ways that empower limitless human connection and solve real business problems.

Our mission and vision ("mission") is to provide one platform that delivers limitless human connection. Our core value is "Care" - We care for our customers, company, communities, teammates, selves. Our culture of delivering happiness drives our mission and values and is fundamental to everything we do at Zoom.

Zoom expects all employees to adhere to Zoom's Code of Business Conduct and Ethics (available [here](#)), which serves as the foundation of our company culture. This is the primary mechanism used to promote firm-wide ethical conduct within Zoom and applies to all directors, executives and employees of Zoom, Zoom's subsidiaries, and joint ventures in which Zoom owns a 50% or greater interest or has managerial control.

The Code of Business Conduct and Ethics also details our commitment to fostering a workplace culture that values different perspectives, promotes innovation, and empowers employees to thrive. Zoom does not tolerate discrimination against any individual on the basis of any non-performance-related characteristics, including race, religion, gender, age, marital status, national origin, sexual orientation, citizenship status, disability, and other protected characteristics. Zoom has taken a number of initiatives to enable a broad range of perspectives from both our employees and customers. These include (i) the formal launch of our global Employee Resource Group (ERG) program to build community; (ii) hosting of regularly scheduled global All Hands; (iii) cross-functional partnerships committed to hiring the best candidates based on skills, experience, and contributions to our culture of collaboration, enhance employee onboarding, and provide ongoing manager education; and (iv) develop a product council to consult on upcoming product launches to ensure accessibility for all.

In addition to Zoom's Code of Business Conduct and Ethics, all of Zoom's employees are required to read and sign a Global Employee Handbook. The Handbook strictly prohibits violence discrimination, retaliation or harassment in the global workplace and details Zoom's commitment to provide equal employment opportunity for applicants and employees.

The Business Partner Code of Conduct and Ethics sets out Zoom's commitment to respecting and promoting fundamental human rights across its business operations and supply chains, making clear that Zoom is against human trafficking and any form of modern slavery, child labor, involuntary labor or unethical or abusive conduct. We expect Business Partners to prohibit unlawful discrimination and harassment against anyone (including any employee, customer, other third party, or any other stakeholder) based on the presence of any of legally protected characteristics.

Zoom strongly believes in maintaining a culture of compliance; our Board of Directors and senior management are committed to preventing corruption from tainting Zoom's business. Zoom has an Anti-Bribery and Anti-Corruption Policy that applies worldwide to officers and employees, as referenced in the Code of Business Conduct and Ethics. The Policy also states that third parties acting on Zoom's behalf are expected to comply with anti-bribery and anti-corruption laws applicable in the countries where they conduct business for Zoom. The Policy requires adherence to high ethical standards and compliance with applicable laws, and it expressly prohibits the use of third party intermediaries to effect anti-corruption violations.

Aligned with our value of Care, we address sustainability holistically across Zoom and in a way that extends beyond our carbon footprint. We use the term 'ESG' to broadly represent sustainable business practices and subsequent reporting metrics across environmental, social and governance programs and systems. We continue to build a program that represents our culture, is responsive to customer needs, and minimizes our impact on the environment, including implementing an Environmental Sustainability policy that reduces energy consumption and waste generation in our operations and by our suppliers.

7. Training

At Zoom, we routinely train our employees on a range of topics including speaking up, anti-discrimination and anti-harassment, human rights and how to comply with the Code of Business Conduct and Ethics. In addition to regular online training sessions, we consider additional training opportunities on an ongoing basis.

8. Community Care

Zoom Cares, Zoom's dedicated social impact team harnesses Zoom's people, products, and resources to serve and connect communities and drive positive impact for people and the planet. We focus on three core issue areas: education and economic opportunity, climate solutions, and tech for good. Since 2020, Zoom Cares has delivered more than sixty million dollars in contributions to community organizations working to create a better world.

9. Remediation

We routinely train our employees globally about the importance of speaking up. We require all employees to report any concerns about human rights violations to our Speak Up line. Any reports will be investigated by Zoom's Compliance and Ethics function, and if the concern is substantiated, appropriate remediation will be taken. During the reporting period Compliance

and Ethics has not received any Speak Up report on human rights violations that necessitated remediation.

10. Moving Forward

Tackling modern slavery and human trafficking is a complex challenge. Our efforts are ongoing to combat these practices. We continue to keep under review the processes and policies at Zoom, including how best to identify and describe the risks of modern slavery practices in our operations and supply chains, assess and address these risks and how best to assess and monitor the effectiveness of our existing policies and procedures in addressing those risks across our operations and supply chains.

11. Relationship with Zoom Subsidiaries

Risks of modern slavery are assessed at a global level, taking into consideration local operations including of Subsidiaries. Zoom policies including the Code of Business Conduct and Ethics apply to all subsidiaries and entities controlled by Zoom. All directors and employees of all subsidiary entities are trained routinely on Zoom policies and the importance of speaking up.

12. Conclusion

This statement is made pursuant to the UK Modern Slavery Act 2015 and the Australian Modern Slavery Act 2018 and constitutes Zoom Video Communications, Inc and Subsidiaries modern slavery and human trafficking statement for the fiscal year ended January 31, 2024. This statement was prepared by the group's Compliance and Ethics team, in consultation with key areas of the group's business.